

## MISSION

The NTBO will provide a Customer Support Center for telemedicine operations within the Navy and Marine Corps. This Center will assist operational medicine and TRICARE providers in identifying requirements and recommending strategies that improve operations while leveraging best business practices. The NTBO will synchronize the best use of telemedicine technologies and clinical services to provide an integrated, end-to-end telemedicine solution in support of the Fleet, Fleet Marine Force and TRICARE medical/dental treatment facilities.

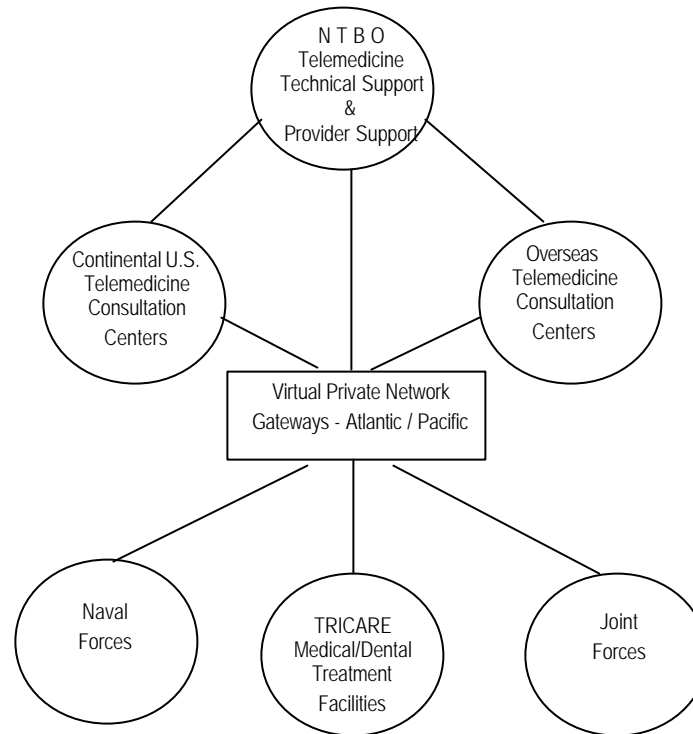
The NTBO will provide the following services :

- **CLINICAL NEEDS ASSESSMENT:** Proactively help our customers determine and assess their telemedicine needs and help establish clinical guidelines to meet the needs.
- **VALIDATED REQUIREMENTS:** Actively consolidate our customers' needs into clear, integrated functional requirements in coordination with Theater Medical Information Program and TRICARE.
- **TECHNOLOGY ASSESSMENT:** Provide guidelines for translating validated requirements into the proven information technology and re-engineered business solutions.
- **STANDARDIZED BEST PRACTICES:** Assist our customers in optimizing proven clinical services and technical solutions to make better local decisions. Ensure system end-to-end interoperability across the Military Health System network.
- **TECHNICAL SUPPORT:** Provide technical support to our customers for recommended digital technologies used in telemedicine applications.
- **LIAISON AND MARKETING:** Increase awareness and accessibility as a consultant in naval telemedicine. Coordinate telemedicine across the enterprise as well as with the other military Services and federal agencies.

## VISION

Our team will lead the advancement of telemedicine capabilities in the Navy and Marine Corps to enhance our customers' ability to accomplish their mission. The NTBO aims to be the centralized support hub for naval telemedicine.

### Naval Telemedicine Enterprise Three-Tiered Architecture Concept



## GOAL AND OBJECTIVES

We will champion the TRICARE and operational telemedicine requirements in support of DoD beneficiary healthcare and Force Health Protection.

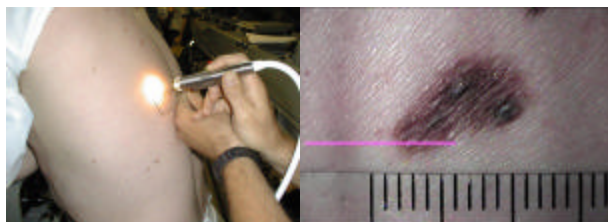
- Identify and/or develop clinical pathways, clinical protocols and technical guidelines and standards for naval telemedicine.
- Commence the development of the Global Telemedicine Consultation System.
- Coordinate telemedicine activities between NMIMC, the TRICARE regions and operational medicine units.
- Increase awareness and accessibility to Navy Medicine's Telemedicine Program.



March 2000

## Real World Telemedicine

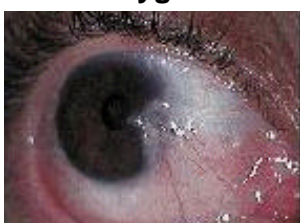
### Malignant Melanoma



### Basal Cell Carcinoma



### Pterygium



### Vocal Cord



### X-Ray Right Hand



**Naval Medical Information Management Center**  
8901 Wisconsin Avenue, Building 27  
Bethesda, Maryland 20889-5605

Public access: <http://navmedinfo.med.navy.mil>  
Navy Medicine access: <http://imcenter.med.navy.mil>

## POINTS OF CONTACT

### Operational Medicine and Joint Support (OMJS) Directorate - NTBO

**OMJS/NTBO Office:** (301) 319-1062  
**NTBO Web Address:**  
<http://imcenter.med.navy.mil/code02/ntbo>

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### Telemedicine Technical Support Center (Telemedicine Help Desk)

<http://imcenter.med.navy.mil/code02/ntbo/NTBOHelpdesk.htm>

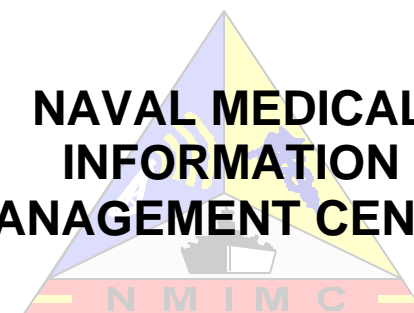
24 x 7 Help Desk for Telemedicine Support

To speak to a Telemedicine Technical Support  
Help Desk representative:

Urgent calls after hours (24 hours a day):  
(240) 354-3949 or (240) 601-6304

Routine calls **Monday through Friday**  
**0730-1700 Eastern Time**  
(301) 319-1366

## NAVAL MEDICAL INFORMATION MANAGEMENT CENTER



*Telemedicine is the business practice of delivering health services by exchanging clinical information between distant locations to facilitate clinical diagnosis, treatment, or expedited patient referral.*

**Improving healthcare for our customers  
through Information Management**